

1 write it out explicitly that it's for a short-term time.
2 I'll tell you exactly what to write. You date it and sign
3 it. Put on the letter of authorization see attached
4 addendum.

5 I will give you my back line, Julie, and we will
6 check the traffic I would say -- today -- I'm mixed up with
7 my days here. Today is the 23rd. What we will do is, I
8 will check the traffic early morning on the 25th, because
9 they should have it by then. That way we'll work together
10 to try to get you transitioned over there.

11 Like I said, I apologize for any inconvenience
12 that was caused by my company. You know the thing of it is,
13 the only thing that we can do at this point is make sure
14 that you have a smooth transition over to QWest.

15 JULIE: I don't know. I don't like this at all.
16 I just don't understand why I have to do that, when I've
17 never had to do it before, and --

18 MARSHA GIBBS: Well, that's the thing.

19 JULIE: I do have a bad taste in my mouth.

20 MARSHA GIBBS: I understand that. But you have to
21 understand, too. You know right now you're leaving our
22 company. I don't know any company out there that calls a
23 customer, let's them know that they still have traffic, and
24 asks them if they want us to keep it up and running until
25 your new company can get you.

1 JULIE: That's just standard. Everyone does that.

2 MARSHA GIBBS: No, everyone does not do that. Not
3 anymore, Julie.

4 JULIE: All the ones that are -- that have
5 integrity do.

6 MARSHA GIBBS: Well, the thing of it is, you know
7 what, I wouldn't dare come in, and I think I've been as very
8 professional and very courtesy with you as possible on this
9 phone. I wouldn't dare try to come in and tell you what
10 your policies and procedures are within your industry or
11 within your business.

12 JULIE: But I'm saying I've never had to do it
13 before.

14 MARSHA GIBBS: I understand that, and I called you
15 to explain to you why we need it, because technically we do
16 not have authorization to carry this traffic. You are
17 switching from our company. It's still sitting in here with
18 us on the local end of it, as well as long distance, and so
19 all -- the only thing that we're trying to do is make sure
20 that we're covered, you know the thing of it is in that
21 interim period.

22 JULIE: I think that you guys could come up with
23 an interim one, if this --

24 MARSHA GIBBS: Well, no. You can't --
25 unfortunately with the FCC you don't have different letters

1 of authorization for different reasons. That is our
2 standard letter of agency with our company. It states very
3 clearly at the top of that letter of authorization that our
4 company, we don't have any type of contracts, terms, plans
5 or agreements.

6 So at any moment a customer can select to switch
7 at any point in time. That's your coverage right there.
8 That's the reason why when they came in and you signed that
9 letter of agency, you see we're out of the picture just that
10 quick. When they come in --

11 JULIE: -- customer does not permit QLC to change
12 customer service to another telecommunications company.

13 MARSHA GIBBS: It is a standard letter of agency,
14 but the top of it supersedes anything. With our company, we
15 don't have contracts, terms, plans, or agreements. So at
16 any point in time you're not 100 percent satisfied, we have
17 to pay your PIC fees and coordinate your switch anyway. We
18 did that. We released everything. The company that you
19 switched to, they have not come in to pick the local and the
20 long distance from us yet.

21 So what we did was is we called you out of
22 courtesy. Okay. It might take them a little longer. We
23 will carry the traffic until they can come in and pick you
24 up. But you have to understand something.

25 Anything that you assign with any other carrier

1 and they have your permission to do it, it would supersede
2 anything that you assign here with us today, because you're
3 in control of this situation.

4 At any moment you decide you want to go and you
5 gave another company permission, it's going to supersede
6 anything you would sign here with us, because that is our
7 company policy.

8 So you're covered on all bases here. My main
9 reason is, is I really didn't call to get into you know a
10 lot of issues. I called to --

11 JULIE: I just called QWest, and they have our
12 lines as of the 17th.

13 MARSHA GIBBS: Okay, Julie. They're still billing
14 here with us. They haven't completed this yet. So you know
15 the thing of it is, is this was a simple call. If you want
16 us to go ahead and take it down, we'll do that, but they
17 haven't. It still has A codes and everything.

18 If you're talking to your salesperson, he's
19 probably talking to a call center, because he can't see the
20 actual calls on your account. They submitted for the order.
21 That's why I said to you it probably won't take them any
22 more than a day or so to get this done, but they haven't
23 completed it yet. You're still physically PIC'd here to us.

24 There's two codes. There's your P-I-C code, which
25 is your PIC code which is through your lawyer -- I'm sorry.

1 Which is through your local, and then it's your actual CIC
2 code, which is a C-I-C code, which differentiates one
3 carrier from another. That has not been completed yet. So,
4 that's fine. At this point in time, okay, so I take it you
5 don't want us to keep the lines up and running?

6 JULIE: No, I guess not, because QWest told me
7 they have it.

8 MARSHA GIBBS: Okay. They don't have them. So
9 this is the thing: What's going to happen is it's going to
10 cause a disruption to everything that you have, as well as
11 the local tone too, because they haven't completed it.
12 402-241-0340 is still billing here, as well as 1257, 6068,
13 6927. I'm giving you the last four digits. Calling cards
14 don't matter and 402-594-6935. Let me see what's going on
15 with your 800 number at this point. Okay. Now MCI is
16 requesting your 800 number.

17 JULIE: Uh-huh.

18 MARSHA GIBBS: Are they supposed to?

19 JULIE: Yes.

20 MARSHA GIBBS: Okay. So you're going to QWest
21 for -- you're going to MCI for your long distance?

22 JULIE: Yes.

23 MARSHA GIBBS: Okay. Yes. See, they need to
24 switch. Then now we're close to the 800 number. The only
25 thing that we're concerned about is just the working -- the

1 land lines. The working telephone numbers, because they're
2 also PIC'd here to us.

3 See the local, which brings me back to my point of
4 what I explained to you earlier, the local has to
5 acknowledge that you switched here, Julie, because you're in
6 control of this situation. They have that P-I-C, the PIC
7 code set up for MCI to come in and pick -- migrate the
8 services from us to them. Now, they did their job, the
9 local.

10 Now, it's up to MCI to make sure that all the
11 lines are properly migrated from our company to their
12 company. Because we had you for local and long distance,
13 I'm thinking that that might be some of the time barriers
14 that's maybe taking them a day or so. The 800 number is
15 already gone. The only thing that I'm concerned about was
16 the five land lines that you had. So they're still
17 physically PIC'd here on your local and your long distance
18 toll.

19 JULIE: I --

20 MARSHA GIBBS: So what I want you to do is send me
21 a letter of cancellation, because this call is monitored and
22 recorded. You know and this way because very few times we
23 ever have a customer say take it down when it's billing
24 here, because really if you think about it, I have
25 absolutely nothing to gain either way. I'm in neutral.

1 My job is not contingent on anything. You know
2 it's just to give you the information that's here at hand
3 and ask you what you want us to do with it, you know because
4 we've already lost your business. So that's my only job
5 right now. So I take it you want us to just go ahead and
6 shut off the local and the long distance on those land
7 lines?

8 JULIE: I'm not saying anything. I'm done with
9 this call. Thanks.

10 MARSHA GIBBS: Whatever. All right.

11 FEMALE VOICE: "inaudible" how may I help you?

12 MARSHA GIBBS: Yes. Can I speak to Garnet,
13 please? Or Garrett? I'm sorry.

14 FEMALE VOICE: Garrett. Who's calling?

15 MARSHA GIBBS: This is Marsha Gibbs.

16 FEMALE VOICE: Hold on one moment.

17 MARSHA GIBBS: Thank you. He's over there. Have
18 him sign it. Have him sign it, because if I sign them when
19 he's not here --

20 FEMALE VOICE: -- to Trent?

21 SHERYL: Pardon me?

22 FEMALE VOICE: Let me transfer you to Trent.

23 SHERYL: Okay. Thank you.

24 FEMALE VOICE: Thank you.

25 GEORGIA: "inaudible", Georgia speaking. How may

1 I help you?

2 SHERYL: Yes. I have an 8877. His name is Trent
3 and I'm supposed to talk to him.

4 GEORGIA: Okay. Just one moment. Okay. Trent is
5 on another call at this time. Can I put you through to his
6 voice mail?

7 SHERYL: No. Maybe you can help me.

8 GEORGIA: Okay. Your account number?

9 SHERYL: Okay. 5700002528440.

10 GEORGIA: Okay. Just one moment. Are you Sheryl?

11 SHERYL: Yes.

12 GEORGIA: Okay, Sheryl. How could I help you?

13 SHERYL: Okay. I'd like to see "inaudible" of
14 early, really early this morning, and they said he was a
15 little I don't know tipsy or something, and I'm looking at
16 our last invoice, which was dated the 18th of this month.
17 Is that what he was calling about?

18 GEORGIA: Uh-huh. Okay. Yes. Because, ma'am,
19 what he was probably calling about is your account is 60
20 days past due, and that's -- when it goes 60 days past due,
21 you're due for disruption of your service. So Trent was
22 probably basically just trying to make sure that you got
23 that payment in so that service was not disrupted.

24 SHERYL: Okay. Because we're just looking at our
25 last three invoices, invoice 8618 for 78.11 I --

1 GEORGIA: Yes.

2 SHERYL: Is that what you're showing?

3 GEORGIA: Yes. I'm showing 78.11. Yes, ma'am.

4 SHERYL: Okay. Well, tell them that we'll put the
5 check in the mail today.

6 GEORGIA: Okay. Ma'am, there's -- since the
7 account is 60 days past due the only way we can -- the best
8 way for us to receive that is to either do a check by fax
9 with us or a credit card or overnight that payment, because
10 it is 60 days past due, and that disruption of service, if
11 we don't -- if you just mail it regular mail, we will not
12 receive it before disruption of service has occurred.

13 SHERYL: Okay. So what happens if there's a
14 disruption in service?

15 GEORGIA: If -- they completely cancel out your
16 service, and then you pay the account, and it's -- you know
17 all your lines are down you know for several days until they
18 can get that payment in.

19 SHERYL: I think the only thing that we use NOS
20 for is for calling cards. I'm looking at this statement
21 here. Basically that's all it's used for, for awhile.

22 GEORGIA: Okay. Would you like to do a check by
23 fax with us on this account?

24 SHERYL: Yes, I can. Do you want to fax me over
25 the information?

1 GEORGIA: Okay. What I would do is I would send
2 you over a check by fax form through my system.

3 SHERYL: Right.

4 GEORGIA: That way you fill it out, write out the
5 check, tape it to the top of the form and fax it back.

6 SHERYL: Okay. We can do that.

7 GEORGIA: Okay. How much will you be paying on
8 that account today?

9 SHERYL: Just the 78.11.

10 GEORGIA: 78.11. Okay. I'll get that check by
11 fax form over to you right away.

12 SHERYL: Okay. Very good.

13 GEORGIA: Thank you.

14 SHERYL: Okay.

15 GEORGIA: -- Communications, Georgia speaking.
16 How many I help you?

17 NIATA: Hi, this is Niata from Norshore.

18 GEORGIA: Pardon?

19 NIATA: I'm calling from Norshore Environmental.
20 The account number is 59100011500000.

21 GEORGIA: Okay. Ma'am, let me put you on hold
22 just one moment. I have another call coming in. Ma'am?

23 NIATA: Yes.

24 GEORGIA: Okay. How can I help you on your
25 account?

1 NIATA: Well, I received a notice of nonpayment
2 for invoice dated May 19.

3 GEORGIA: Okay. I'm showing that that account is
4 30 days past due, ma'am.

5 NIATA: Yes. The reason I'm calling is that I've
6 never received the invoice for May 19. I just received the
7 invoice dated June 18.

8 GEORGIA: Okay.

9 NIATA: But I don't have the previous invoice.

10 GEORGIA: Okay.

11 NIATA: This didn't happen the first time. This
12 happened every other month, starting to "inaudible".

13 GEORGIA: Okay. What I need to find out is when
14 you are going to pay the 30 days past due and --

15 NIATA: Where is the invoice?

16 GEORGIA: Okay. Your fax number and I can fax
17 that over to you right away?

18 NIATA: Okay. It's 516-671-7269.

19 GEORGIA: Okay. I will get that faxed over to you
20 right away.

21 NIATA: Can you explain me why this is happening
22 every other month?

23 GEORGIA: I have no idea. I apologize, but I'm
24 not in the billing department. I do not send out the
25 statements. So, I wouldn't have any idea.

1 NIATA: Should I call the billing department to
2 find out what's happening over there?

3 GEORGIA: That's possible, because ma'am I don't
4 mail out the statements. So I'm in the collections
5 department in A/R collections.

6 NIATA: But this isn't the first time.

7 GEORGIA: I understand. I do terribly apologize,
8 and I will get that statement printed up to you and get that
9 over to you as soon as possible.

10 NIATA: Okay. Thank you.

11 GEORGIA: Thank you.

12 NIATA: Bye. Bye.

13 FEMALE VOICE: Thank you for calling Airborne
14 Express. To use our automated system to schedule a pick-up,
15 trace a -- if you'd like to schedule a pick-up, press one.
16 If you have the air bill number and would like to check the
17 status of your shipment, press two. Enter the air bill
18 number followed by the pound sign. This shipment was in
19 transit at 8:57 a.m. on June 30. This is the most current
20 status that we have for this shipment. To repeat this
21 shipment status --

22 GEORGIA: -- I can solve the problem for.

23 MICHAEL: And that's what I deducted.

24 GEORGIA: Okay. Sir, the thing is you can't just
25 up and deduct it. You have to contact us. We can re-rate

1 you, sir. We can do that, but you can't just up and
2 deduct --

3 MICHAEL: Ma'am --

4 GEORGIA: -- it, because what happens then, sir,
5 is your services get suspended.

6 MICHAEL: Could I have your name, please?

7 GEORGIA: My name is Georgia.

8 MICHAEL: Okay. Georgia, I did try. I left four
9 messages for your company.

10 GEORGIA: Okay.

11 MICHAEL: Now what am I supposed to do beyond
12 that?

13 GEORGIA: Okay. But what I'm --

14 MICHAEL: No one ever answers the phone in
15 customer service.

16 GEORGIA: Okay. I apologize for that, sir, but --

17 MICHAEL: I mean I don't know what else to do, and
18 I included a copy of my contract with payment showing that I
19 had deducted it and no one has ever called me on that
20 either. Now, I don't know what you expect me to do beyond
21 that.

22 GEORGIA: Okay. The only reason I said that to
23 you, I wasn't trying to be rude, sir, it's just that
24 explaining to you that if they received a partial payment,
25 then what would probably happen is it wouldn't be considered

1 a payment, and then it would go into another past due
2 status.

3 MICHAEL: But I included all the information with
4 the payment. So I don't know what's happened at NOS, but
5 the customer service is just gone right down the tubes and
6 why did they change my rate?

7 GEORGIA: Okay. Every rate is -- every account is
8 subject to raise in rates, sir, just like any other company.

9 MICHAEL: But don't they -- aren't they at least
10 supposed to notify the customer?

11 GEORGIA: They don't notify you personally. They
12 do -- we do what we are supposed to do. We -- they state
13 that we have to publish it in the paper, we do it there. If
14 it's something we -- just exactly like the FCC regulates us
15 to do it, sir.

16 MICHAEL: Well, that's up to you. There are
17 certainly lots of other long distance companies out there,
18 and I guess I'll have to find another one, which is sad.
19 I've been an NOS customer for a long time.

20 GEORGIA: Okay. Sir, I'm trying to help you.
21 Sir, I'm going to go in and I can re-rate your -- I can
22 change the rates on this, sir.

23 MICHAEL: Okay.

24 GEORGIA: That's what I'm going to do for you
25 today.

1 MICHAEL: Great.

2 GEORGIA: I'm going to -- your fax number, let me
3 fax this information over to you.

4 MICHAEL: Yes. 317-878-2326.

5 GEORGIA: Okay. I will get you this over to you
6 as soon as possible, and I will go ahead and re-rate that
7 for you.

8 MICHAEL: All right. Now, what about --

9 GEORGIA: I will go ahead and give you credit for
10 the last two statements. I will --

11 MICHAEL: You'll put that -- can you put that in
12 writing so I know what to -- what I'm supposed to pay, too?

13 GEORGIA: Okay. Let me see.

14 MICHAEL: Because otherwise I may end up with a
15 different amount than your ending amount.

16 GEORGIA: You're not going to end up with a
17 different amount, because I'm going to make sure that
18 it's -- I notify you.

19 MICHAEL: Okay.

20 GEORGIA: Your name is Michael.

21 MICHAEL: Yes. I'm sorry, too. But, it just
22 got --

23 GEORGIA: That's okay. We all get -- I would
24 probably be upset, too. What I'm going to do is like I
25 said, I'll go ahead and see what I can -- and get this

1 re-rated for you.

2 MICHAEL: Is the number that I just reached you
3 at, is that the number I should call when there's a billing
4 dispute?

5 GEORGIA: You can call me, sir, and I'll go ahead
6 and -- if you have a problem.

7 MICHAEL: Okay. So that's different from the
8 normal customer service number, right?

9 GEORGIA: Yes, it is.

10 MICHAEL: Okay. Great.

11 GEORGIA: Thanks for calling, Michael.

12 MICHAEL: Okay. You'll fax me something so
13 I'll --

14 GEORGIA: Yes. I'll get --

15 MICHAEL: -- what's really due.

16 GEORGIA: Yes, just as soon as I can get the girls
17 to get this faxed over to you.

18 MICHAEL: Okay.

19 GEORGIA: Thank you.

20 MICHAEL: Thank you.

21 GEORGIA: On this when I fax this over to you, I
22 want you to make sure that you put all the numbers on it
23 that you want re-rated.

24 MICHAEL: Right.

25 GEORGIA: Also then you need to fax it back to us.

1 MICHAEL: This will be --
2 GEORGIA: After you signed.
3 MICHAEL: -- point nine?
4 GEORGIA: Yes, it will.
5 MICHAEL: Okay.
6 GEORGIA: Thank you, Michael.
7 MICHAEL: Thanks.
8 GEORGIA: Bye.
9 MICHAEL: Bye, bye.
10 MICHAEL: Hello?
11 GEORGIA: Hello. Is this Michael?
12 MICHAEL: Uh-huh.
13 GEORGIA: Hi. This is Georgia from NOS
14 Communications.
15 MICHAEL: Yes.
16 GEORGIA: What I'm doing is I'm faxing -- instead
17 of doing you at a rate -- I'm taking your rate down to an
18 8.9.
19 MICHAEL: Wonderful.
20 GEORGIA: I'm going to fax that over to you, and I
21 also went ahead and I put in to issue for a credit for the
22 last two months.
23 MICHAEL: Okay.
24 GEORGIA: Of that re-rate.
25 MICHAEL: Great.

1 GEORGIA: Okay?

2 MICHAEL: How do I -- do I owe anything then for
3 that other --

4 GEORGIA: Well, I'll have to wait to see if they
5 accept that, because I went ahead and I put in on the one
6 account would be \$77.32 for credit for the re-rating those
7 two accounts. Usually she does accept them, because you've
8 been with us for a long time.

9 MICHAEL: Okay. I'll just go ahead and pay what's
10 on this month, and that should cover, right?

11 GEORGIA: Yes.

12 MICHAEL: I may even have extra credit than
13 what's --

14 GEORGIA: I'm sure you will.

15 MICHAEL: Thank you so much.

16 GEORGIA: You're very welcome, Michael.

17 MICHAEL: Okay.

18 GEORGIA: You have a good day.

19 MICHAEL: You too. Bye, bye.

20 FEMALE VOICE: Hello?

21 GEORGIA: Yes. Niata, please?

22 FEMALE VOICE: Hello?

23 GEORGIA: Is it Niata?

24 FEMALE VOICE: No, she's not here right now.

25 GEORGIA: Okay. Do you know when she will be

1 there?

2 FEMALE VOICE: Maybe Saturday.

3 GEORGIA: Okay. Ma'am, every time I call she's

4 going to be Saturday. I call Saturday. She's not there.

5 They say she's going to be in the evening. I call in the

6 evening, she's not there. When will she really be there?

7 FEMALE VOICE: Saturday.

8 GEORGIA: Okay. She is out of town?

9 FEMALE VOICE: No.

10 GEORGIA: Okay. What time does she get home from

11 work?

12 FEMALE VOICE: I don't know. I'm not here by

13 "inaudible".

14 GEORGIA: Okay. Ma'am, this is a legal matter. I

15 need to speak with her.

16 FEMALE VOICE: May I know who's calling?

17 GEORGIA: Pardon?

18 FEMALE VOICE: May I know who's calling?

19 GEORGIA: This is Georgia from A and I. This is

20 regarding a phone service.

21 FEMALE VOICE: Call her back on Saturday.

22 GEORGIA: Okay. Ma'am, I can't call her back on

23 Saturday. I need to speak with her today.

24 FEMALE VOICE: But she's not here right now.

25 GEORGIA: Okay. Can I have another number I might

1 reach her at?

2 FEMALE VOICE: I don't know her number.

3 GEORGIA: Okay. Who might know her number?

4 FEMALE VOICE: I don't know.

5 GEORGIA: Is there any other person there at that

6 house, other than you?

7 FEMALE VOICE: I'm only here.

8 GEORGIA: Okay. Who are you?

9 FEMALE VOICE: Her daughter.

10 GEORGIA: Her daughter. You don't know how to

11 reach your mother?

12 FEMALE VOICE: No.

13 GEORGIA: What if you had an emergency? How would

14 you reach her then? How -- what number do you call your

15 mother when there's an emergency?

16 FEMALE VOICE: You know what, it's just -- she

17 already changed her number. So, I don't know yet. I don't

18 know her number yet.

19 GEORGIA: Okay. Ma'am, you don't understand. You

20 do not --

21 FEMALE VOICE: A and I, please hold.

22 GEORGIA: Yes. Jackie or Diane, please.

23 FEMALE VOICE: One moment, please.

24 GEORGIA: Thank you.

25 DIANE: Good morning, this is Diane.

1 GEORGIA: Diane, this Georgia over at NOS
2 Communications. I have a customer I have been trying to
3 reach probably all month, and I get her daughter and her
4 daughter doesn't quite understand me.

5 DIANE: Okay.

6 GEORGIA: I'm trying to see if I can get someone
7 to call there and find out if I can reach the mother.

8 DIANE: Okay. What is the number?

9 GEORGIA: The account number is 7-107192.

10 DIANE: Is it seven with three zeros or four zero?

11 GEORGIA: 7 with three zeros, 107192.

12 DIANE: They're Korean?

13 GEORGIA: I -- that's what it says on my --

14 DIANE: -- my account, but they're not Korean.

15 GEORGIA: Okay.

16 DIANE: Do you know "inaudible"?

17 GEORGIA: Yes.

18 DIANE: They're not "inaudible".

19 GEORGIA: Okay. On my sheet that's what it says.

20 DIANE: There's a Lydia M and "inaudible".

21 They're probably Filipino.

22 GEORGIA: Okay. Is there anyone that I might
23 speak with that might help me with getting -- reaching these
24 people?

25 DIANE: Okay. We have a Filipino group here. I

1 could ask one of the leaders.

2 GEORGIA: I would appreciate that.

3 DIANE: Okay.

4 GEORGIA: Is there any way that you could get back
5 in touch with me on that?

6 DIANE: I will have "inaudible". His name is --

7 BROCK: KHOS.

8 GEORGIA: Yes. Brock Jones?

9 BROCK: Speaking.

10 GEORGIA: Mr. Jones, this is Georgia from NOS.

11 BROCK: Yes, ma'am.

12 GEORGIA: And I did not receive your check by fax
13 yesterday.

14 BROCK: I just faxed it about probably an hour and
15 a half ago.

16 GEORGIA: About an hour and a half ago? Okay.
17 I'll check and see if that's in, because if it's not --

18 BROCK: It should be. I've got it sitting here,
19 ma'am. I've got the little form still sitting.

20 GEORGIA: Okay. Can I put you on hold on moment
21 and see if I -- make sure that's in?

22 BROCK: Sure.

23 GEORGIA: Thank you.

24 MALE VOICE: Good afternoon, ALE?

25 GEORGIA: Yes. Dan Senior, please?

1 MALE VOICE: Who's calling?
2 GEORGIA: This is Georgia from NOS.
3 MALE VOICE: He's out at lunch right now. Could I
4 take a message?
5 GEORGIA: Okay. Do you know when he'll be back
6 from lunch?
7 MALE VOICE: He should be back any minute.
8 GEORGIA: Okay. Why don't I just give him a call
9 back I'd say about a half hour or so?
10 MALE VOICE: All right. Thanks.
11 GEORGIA: Thank you.
12 MALE VOICE: Bye.
13 GEORGIA: NOS Communications, Georgia speaking.
14 How may I help you?
15 FEMALE VOICE: Yes, ma'am. I have a question on
16 my account. I have the business and then my home, and I
17 thought that they were combined.
18 GEORGIA: Okay.
19 FEMALE VOICE: But it doesn't appear to be so.
20 I'm behind on both.
21 GEORGIA: Okay. Your account number?
22 FEMALE VOICE: Let's see. This one is -- wait a
23 minute. Where is it? 5300001412.
24 GEORGIA: Okay. What was that? Five three what?
25 FEMALE VOICE: 53 and then four zeros, and then

1 1412.

2 GEORGIA: Okay.

3 FEMALE VOICE: Then four zeros.

4 GEORGIA: Okay. Just one moment. "inaudible"

5 Footprints?

6 FEMALE VOICE: Uh-huh.

7 GEORGIA: Yes, I do show that account is 60 days

8 past due, ma'am.

9 FEMALE VOICE: Right. I've been speaking with

10 Gordon, and then there's another lady that calls me at work

11 all the time. Apparently she -- you know I had faxed a

12 check on one of them. It just dawned on me that --

13 GEORGIA: Okay. There hasn't been a --

14 FEMALE VOICE: -- I have two different bills

15 going.

16 GEORGIA: Yes. There hasn't been a check by fax

17 on this one, ma'am, and if we don't get a check by fax today

18 that services will be suspended.

19 FEMALE VOICE: Yes. You can suspend the service.

20 That's fine. I'm sending a check for 50.

21 GEORGIA: Okay.

22 FEMALE VOICE: I had already spoken with someone

23 and told them my situation.

24 GEORGIA: Okay. We need a check for 59.81, ma'am,

25 on that, and it would have to be a check by fax today.

1 FEMALE VOICE: 59.81? Where does that figure come
2 from?
3 GEORGIA: That's a 60-day past due.
4 FEMALE VOICE: 59.61?
5 GEORGIA: 59.81, ma'am.
6 FEMALE VOICE: Okay. Now, what's the -- is my
7 home -- is that separate?
8 GEORGIA: Okay. This is -- let me see. The
9 numbers I have -- the only number I have on this one, ma'am,
10 is 756-3311.
11 FEMALE VOICE: Okay. All right. I don't
12 understand what's going on, but I'll get to the bottom of
13 it.
14 GEORGIA: Okay. Is there any way you can do a
15 check by fax of that today?
16 FEMALE VOICE: Yes, I'm going to do that.
17 GEORGIA: Okay.
18 FEMALE VOICE: In about five minutes. As soon
19 as --
20 GEORGIA: Okay. Do you have the fax form over
21 there?
22 FEMALE VOICE: Yes.
23 GEORGIA: Okay. Because you do know if we don't
24 get that, that will kind of go to our legal department and I
25 don't want that to happen on such a small amount for this.